

Residential Care Services (RCS)
Operational Principles and Procedures for
Adult Family Homes (AFHs)
LICENSING INSPECTIONS

RESIDENT AND FAMILY INTERVIEW

I. Purpose

To determine if the resident (or family member/resident representative) is satisfied with the services, that care needs are being met and resident rights are protected.

II. Authority

[RCW 70.128.005](#)
[RCW 70.128.040](#)

[RCW 70.128.090 \(1\)](#)
[RCW 70.128.070](#)

III. Operational Principles

- A. The interview process serves to clarify issues or concerns identified in the pre-visit preparation, the entrance, the tour and/or the cursory review of the sample resident negotiated care plan.
- B. The focus of the interview is on resident quality of life, safety, and provision of care and services.
- C. Two residents selected from the sample will have a comprehensive interview.
- D. For a non-interviewable resident, identify at least one family/representative to be interviewed.

IV. Procedures

The Licensors will (for the resident interview):

- A. Obtain each resident's permission to conduct the interview.
 - 1. Restate the purpose of the interview process if a sample resident refuses to be interviewed; and
 - 2. If the resident still refuses, respect the resident's right to refuse and identify a potential family member or representative to interview.
- B. Conduct and document the interview on **FORM E (Resident Interview)**.
- C. Conduct general conversations with all other residents in the home.
- D. Conduct focused interviews if a resident expresses a specific concern.
- E. Obtain permission from each resident before sharing any information from the interview with the provider.
 - 1. If a resident selected to interview is a non-English speaking resident, obtain an interpreter through interpreter services. This may require a return visit.

The Licensors will (for the family/representative interview):

- A. Contact a family member or resident representative for the resident who is non-interviewable or where the interviewing capability is limited.
- B. Conduct and document the interview on **FORM E (Resident Interview)**.

RCS OPP FOR AFHS
LICENSING INSPECTIONS – RESIDENT AND FAMILY INTERVIEW

INFORMATION AND ASSISTANCE

- A. Frequency of attempts to call family/representative:
 - 1. Make, and document, at least three attempts to contact the family member/resident representative. If there is no response, the Licensors may discontinue attempting the family/representative interview.
- B. Information used for guiding interviews and communication:
 - 1. Use open-ended questions, not leading questions.
 - 2. Use pre-visit preparation information, observations and informal interviews conducted during the tour serve as a guide to further discussion with the resident, staff and/or collateral contacts.
- C. Frequency of general conversations:
 - 1. General conversations with the resident, provider/staff and family/representative, (if present in the home), should be occurring throughout the inspection.
- D. Clarification of issues:
 - 1. Use the interview as an opportunity to clarify issues and to provide more information.
- E. Interview question deviation:
 - 1. If one or both residents chosen for the comprehensive review are not interviewable, you must interview one family member/resident representative and select other residents to be interviewed.
 - 2. In general, the interview questions will follow established guidelines on **FORM E (Resident Interview)**; however
 - 3. You do not have to ask every question; if the resident or family/representative are focused on a particular issue, follow their lead.
 - 4. If the resident and/or representative are concerned about a particular issue, focus your questions until you and the resident and/or family/representative are satisfied that they have given enough information.



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Date